



Job Description

A/R Team Lead - CMHC

Reporting To: Manager, Accounts Receivable
EEO Category: Administrative Support Workers
Created: 09/25/2019

FLSA Job Classification: Non-Exempt
PRO: Accounting Support
Modified Date: 05/12/2020

POSITION SUMMARY

This position will provide the administrative, technical, and clerical support for Aspire Indiana's billing and collection systems, training for new team members, and handle escalated A/R matters not requiring a supervisor.

Responsible for performing a variety of tasks related to privileging physicians, other providers, and locations who provide patient care to ensure that the organization is able to accurately and effectively bill for services in compliance with all governmental and health plan requirements. Responsibilities will include maintaining the database of all physicians & providers, assuring completion of privileging packets, submitting applications to appropriate agencies, contract supervision.

ESSENTIAL RESPONSIBILITIES

Privileging

- Use strong research skills to gather pertinent information regarding provider billing needs in order to properly align providers with all locations in which they will be providing and billing for services
- Meet with providers in a timely manner to facilitate the completion of paperwork necessary for privileging credentialing at all relevant locations
- Facilitate all privileging and credentialing forms as needed for all providers
- Compile and maintain current and accurate data for all providers
- Complete provider internal privileging/credentialing and re-privileging/credentialing applications, monitor applications and follow-up, as needed
- Meet with providers when needed to complete paperwork or turn in documentation
- Audit/Verify a provider's credentials including professional education, experience, and other requirements for staff privileges.
- Understand current healthcare laws and regulations

Billing and Collection Services

- Ensure the accuracy of information entered by clinical staff, make necessary adjustments, and submit for billing on a daily basis
- Collaborate with clinical staff on reducing the need for corrections to patient records for billing
- Audit and/or review patient account records to ensure the accuracy of billed charges and corresponding payments
- Ensure the accuracy of entries made in MIX by team members through audit and reconciliation procedures
- Investigate third party non-payments and rebill as appropriate
- Respond to third party denials and resubmit for payment
- Coordinate the collection process of outstanding accounts

- Communicate concerns or issues regarding errors to Manager
- Troubleshoot and analyze system problems and issues
- Verify deposit totals to identify and recommend payment adjustments
- Enter, review and verify patient payor and demographic information
- Verify patient eligibility and insurance or responsible party information in billing system
- Assist Director, Revenue Management & Manager, Accounts Receivable in dissemination of information to AR Representatives
- Provide training to staff, as assigned
- Advise front desk staff on collecting, verifying, and entering insurance and/or responsible party information for patient records
- Provide backup for other Accounts Receivable staff for payment posting and related duties

Customer Service

- Interact with staff and clients in a positive, helpful and professional manner via phone or in person
- Provide accurate information regarding privileging status
- Provide accurate information regarding the status of account, client insurance eligibility, balances due
- Respond timely to inquiries from staff and/or others with a strong ability to effectively handle difficult situations with appropriate tact, respect and resourcefulness
- Provide training and support to team members

Coordination and Communication

- Build and maintain a strong network of external relationships with vendors
- Build and maintain a strong working relationship with Aspire staff and supervisors, as well as external contacts
- Collaborate and work effectively with a multidisciplinary team
- Respond appropriately to direction and constructive criticism from management
- Respond in a calm and effective manner to a variety of demands, projects and/or personality types

Performance

- Adherence to Aspire's policies, procedures, and guidelines
- Timely completion of all required unit and/or organizational reports and/or documentation according to policies and procedures (e.g., PTO requests, expense sheets, trainings requests, etc.)
- Meeting or exceeding established metrics for individual, department, and organizational goals

Professional Development

- Complete and maintain compliance with required trainings and/or education required for the position
- Participate in appropriate team and/or administrative meetings, assigned committees, in services, and other continuing education/training
- Proactively create and execute a professional development plan to stay current within field

Core Values

- **People** - Passionately believes in people and embraces diversity
- **Integrity** - Does the right thing even when no one is looking
- **Laughter** - Believes that laughter is truly the best medicine
- **Learning** - Challenges old paradigms with critical thinking, curiosity and creativity
- **Accountability** - Sets an intentional culture of personal responsibilities; believes everyone carries the load
- **Relationships** - Serves colleagues and consumers with love, empathy and compassion

Position-Specific Competencies

- **Detail-oriented** – Ensure accurate record keeping with meticulous attention to consumer information and carefully follows billing and reporting protocols
- **Effective communicator** – Use 2-way communication that demonstrates warmth, clarity, and professional consideration for consumer and staff beliefs, values and judgments

- **Conscientious** – Repeatedly produces consistent and polished work from established professional disciplines and guidelines; always works to meet high quality standards
- **Organized** – Promptly assists staff and consumers in an organized, efficient, and steady manner; takes pride in maintaining accurate systems

Skills, Knowledge and Abilities

Education/Experience

- High school diploma or equivalent required
- Five (5) years related experience (credentialing, insurance billing, mental health/behavioral health setting, and/or medical office setting) highly preferred
- Electronic Medical Record (EMR) experience helpful
- Knowledge of Medicaid, Medicare, etc. highly preferred
- Knowledge of the credentialing process a plus
- Must demonstrate the ability to work in Google Apps (Gmail, Docs, Sheets, Slides)

Other

- Ability to meet or exceed metric standards that have been established for this organizational level or position within Aspire
- Strong ability to maintain strict confidentiality and handle highly confidential information with professionalism
- Must be able to work independently, as well as part of a team
- Must demonstrate the ability to work in Google Apps (Gmail, Docs, Sheets, Slides)
- Must possess the ability to learn and/or operate relevant computer operating system environments, and the ability to operate a variety of office equipment (fax machine, copier, scanner, computer, telephone system, postage meter, etc.)
- Must have strong customer service and interpersonal communication skills and the ability to communicate effectively via phone or in person
- Must have good data entry skills
- Must be detail oriented, have excellent organizational skills and be flexible
- Ability to work well under pressure in a fast-paced, time sensitive environment with shifting priorities and multiple deadlines.
- Shows appreciation for and ability to respond to cultural differences, and adjusts communication practices accordingly in order to minimize cross-cultural misunderstandings
- Consistent work attendance and compliance with scheduled work hours (excludes approved FMLA absences)
- Responsible for complying with Aspire Indiana's Corporate Compliance Program as it applies to individual job duties, the department, and the company
- Exercise due diligence to prevent, detect, and report unlawful and/or unethical conduct by fellow co-workers, professional affiliates, and/or agents
- Display a positive work ethic

Background Checks

Employment is contingent on background checks as required by Aspire's policies which may include: Drug Test, Criminal History, Sex Offender Registry Search, State Central Registry Check, Employment Verification, Education Verification, and Professional References

Supervisory Responsibilities

This position has no supervisory responsibilities

Work Hazard Category

Category III - Normal work routine involves no exposure to blood, body fluids, or tissues

Physical Demands & Working Conditions

The nature of work may generate considerable physical, mental and visual demands. The physical and working demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Heavy exposure to PC and phones
- Ability to work on a computer for extended periods of time
- Daily, weekly, monthly, and annual deadlines
- Ability to communicate effectively by phone or in person
- Specific vision abilities require close vision, distance vision, peripheral vision, depth perception and ability to adjust focus; must also have adequate vision to read correspondence(s), computer screen(s), form(s), etc.
- Prolonged sitting, some bending, stooping, stretching, reaching, standing, walking
- Ability to lift files, open filing cabinets, climb to reach higher files, and lifting average-weight objects up to 25 lbs.
- Manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator, and the ability to write and/or type
- Ability to be flexible and work outside normal working hours, as needed

Employee Statement of Understanding

I have read and understand the job description for my position. I am able to perform all of the essential functions of this position. I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I understand my duty to report any suspected violations of the law or standards of conduct to my immediate supervisor.

As an employee, I will strive to uphold the mission and vision of the organization. All employees are required to adhere to the values in all their interactions with customers and fellow employees.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for this job. Employees will be required to follow any other job-related instructions and to perform any other job-related responsibilities requested by their supervisor. Duties, responsibilities and activities may change at any time with or without notice.

Employee Signature: _____

Date: _____

Printed Name: _____